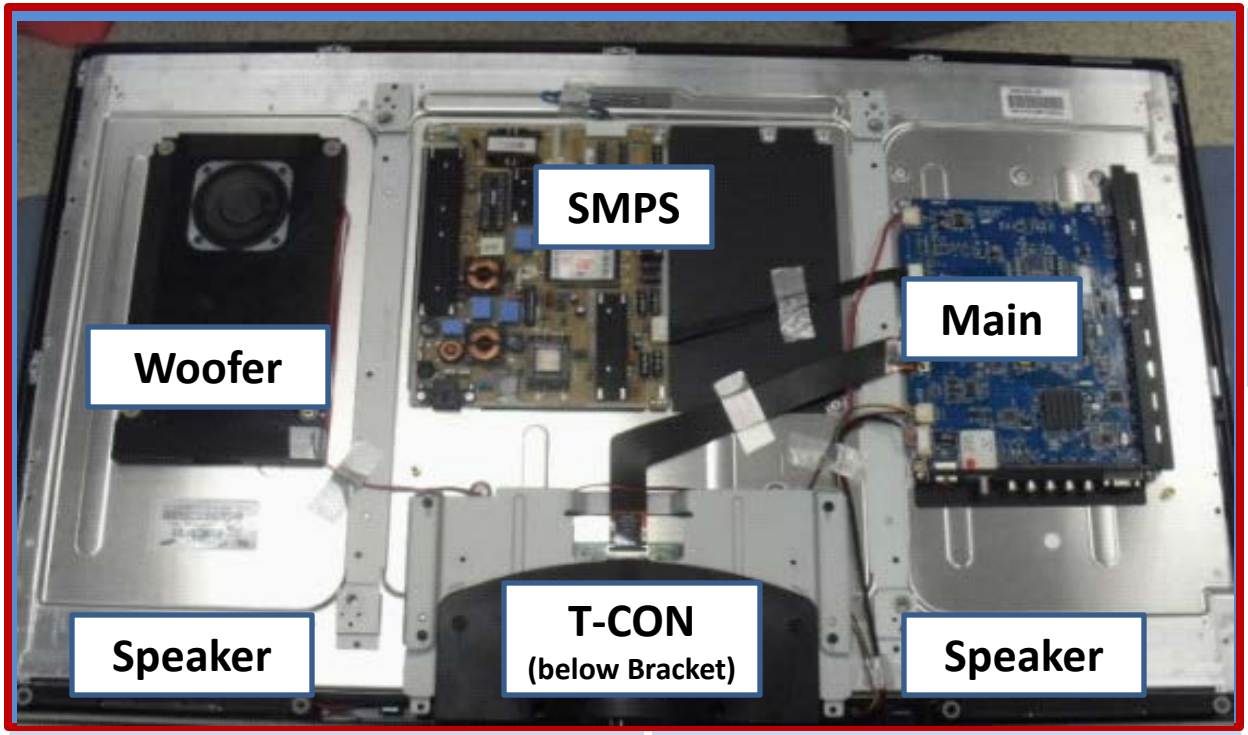



## SERVICE BULLETINS

**No Bulletins listed as of 1/9/12**

| Version | Parts No | Short Description |
|---|---|---|
| ALL | BN44-00360A | SMPS |
| FB01 | BN94-03366J | Main PCB |
| DB02 | BN94-04118F | Main PCB |
| ALL | BN96-13047K | Function & IR PCB |
| FB01 | BN96-14723A | T-CON PCB |
| DB02 | BN07-00940A | Panel |
| FB01 | BN95-00395A | Panel |
| ALL | BN63-06485A | Bottom Cover |
| FB01 | BN96-13020A | Stand Base |
| ALL | BN96-13020C | Stand Base |
| ALL | BN96-13635A | Stand Guide Neck |
| ALL | BN96-14821A | Front Cover |
| FB01 | BN96-14822A | Rear Cover |
| ALL | BN40-00162A | Tuner |
| ALL | BN96-12845D | Power Cord |
| ALL | BN96-12942D | Speaker |
| ALL | BN96-12965D | Speaker |
| ALL | BN96-14108L | LVDS Cable |

**HELP** : 1-888-751-4086; 1-866-894-0637 (FE)
GSPN
http://gspn3.samsungcsportal.com

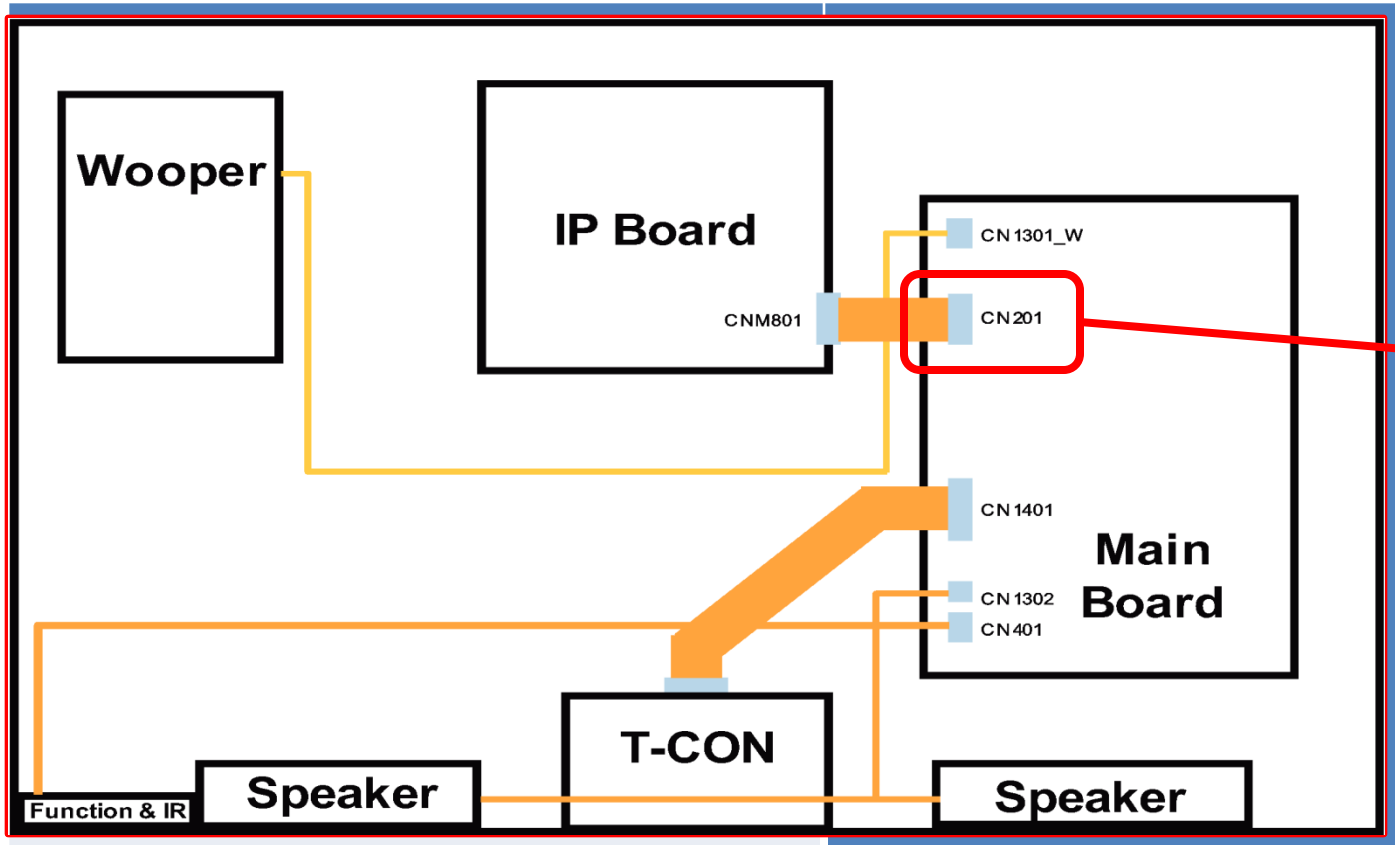
**PLUS ONE**
http://my.plus1solutions.net/clientPortals/samsung

## HOT TIPS

**Power On Problems:** (see **page 2**)
**Video Problems:** (see **page 3.4)**
**Other:**
**HDMI Bleed-over**

## FIRMWARE

**8/9/2010**
**(1010 & 1005.0)**
**Reason: This firmware will prevent:**
**'USB Power Overload' message pops up even USB port is not connected**
**HDMI 2 looks activated when HDMI 1 port is connected**
**Previous: 1006.1**
**Prevents :Buffering when connecting Samsung Camcorder S15 and 16 through WiFi**




| CN201 | SIG. | PIN | SIG. |
|---|---|---|---|
| 1 | B12V | 10 | GND |
| 2 | A5V | 11 | GND |
| 3 | B12V | 12 | H_OUT |
| 4 | A5V | 13 | B13V |
| 5 | B5V | 14 | PWM Dimming |
| 6 | B5V | 15 | B13V |
| 7 | B5V | 16 | B5V |
| 8 | GND | 17 | B13V |
| 9 | GND | 18 | IP_DET |

**Power On Sequence:**

1. **Standby Voltages:** CN201-2, 4 (5V)
2. **Power On** probable error on CN201-2 or 4 PS_ON )
3. **Low Voltage Supplies On** CN201-5,6,7,13,17
4. **Back Light Supply On** CN201 -16
5. **Back Light Confirmation** CN201-18

**To Force Backlight On without Main Board :**

1. Remove Power Cord
2. Disconnect CN201
3. Plug In Power Cord
4. Backlight should be on immediately.

# TROUBLESHOOTING VIDEO PROBLEMS

## 2011 LED 8000 Series

### 1. Verify Video Operation

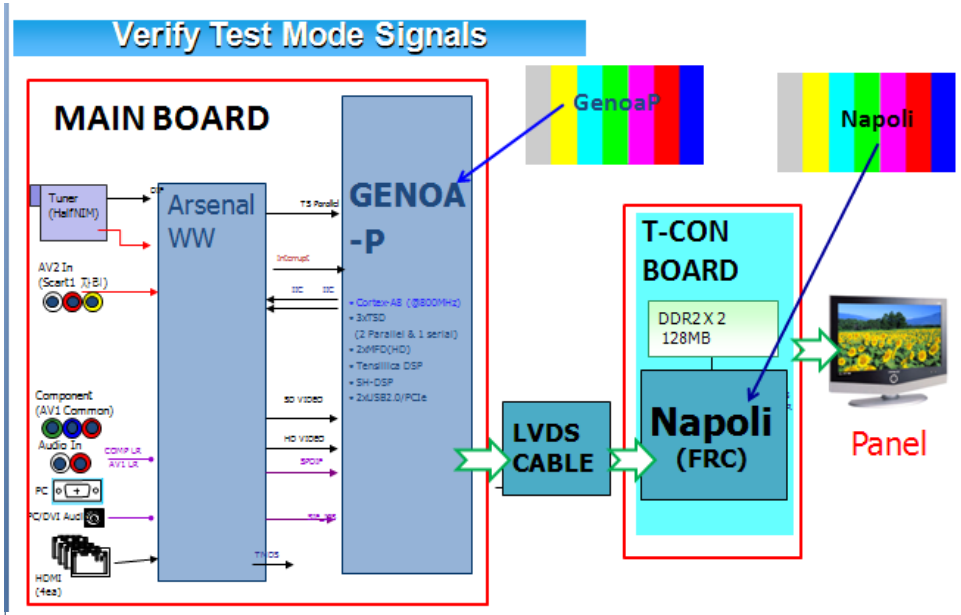
a. **Customer Picture Test** (models available)
b. **"Display"** (If display is OK source is suspected)
C. Substitute with known good Source
(**external DVD or Signal Generator**)

### 2. Using Test Patterns in Service Mode

**- ENTER SERVICE MODE –**

1. Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.

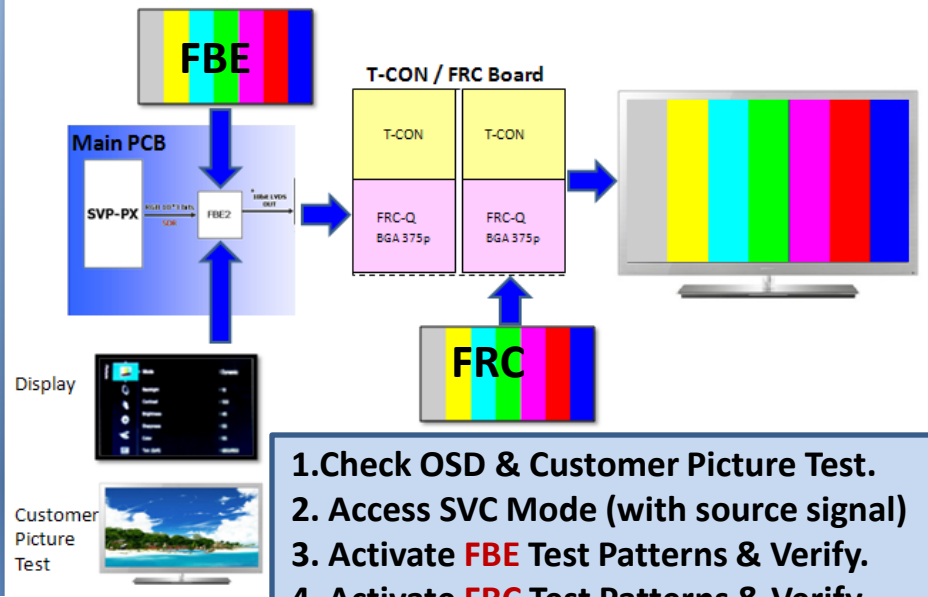
| Customer Remote | Service Remote |
|---|---|
| 2. Power off | 2. Power On |
| 3. Mute, 182, Power | 3. Info, Factory |




1. **Select an active source signal. (HDMI preferred)**
**Test Pattern may rely on signal source to appear.**
2. **Access Service Mode**
3. **Access SVC**
4. **Access Test Patterns**
5. **Access Genoa-P**
6. **Check Test Patterns**
7. **If OK suspect input Source**
8. **Access Napoli**
9. **Check Test Patterns**
10. **If OK and Genoa-P was not good**
**Suspect Main Board or LVDS Cable**

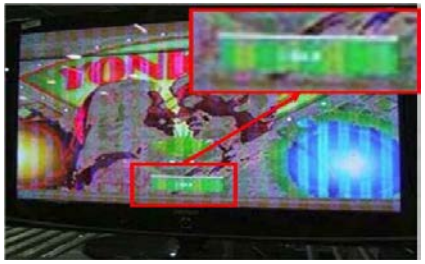
## 2010 Models

### LCD Signal Path for Troubleshooting

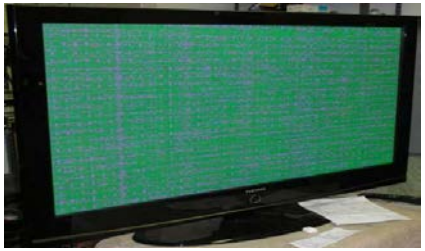



**1.Check OSD & Customer Picture Test.**
**2. Access SVC Mode (with source signal)**
**3. Activate FBE Test Patterns & Verify.**
**4. Activate FRC Test Patterns & Verify.**

## ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors Defective Main Board, LVDS, or T-CON

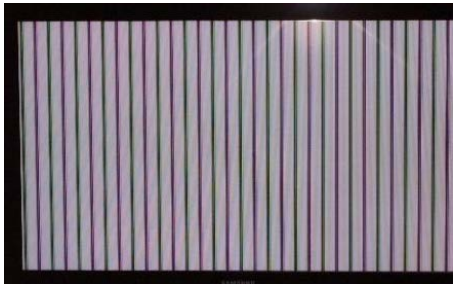


Green lines or a green screen defective main board , LVDS , or T-CON.

Original Image

Image on Screen

Pixelization can be caused by the main board but is more commonly a source error



Vertical or Horizontal Lines :Defective Panel likely but also T-CON, LVDS, or Main Board. Use Test Patterns in Factory Service Mode to determine error)

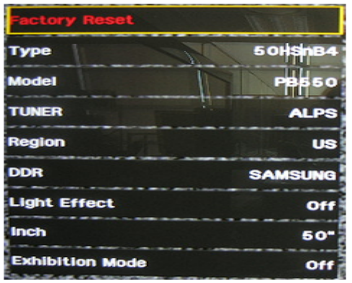
## ALIGNMENTS:

### 1. Check/Set Option Bytes:

**Using the Customer Remote**
1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.
   - If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY State

| | Project | PB5G | PB5G | PB5G |
|---|---|---|---|---|
| | Model | B550 | B550 | B550 |
| | Model Code | PN50B550T2FXZA | PN58B550T2FXZA | PN63B550T2FXZA |
| No. | ITEMS | | | |
| 1 | Factory Reset | - | - | - |
| 2 | Type | 50FSpL4 | 58FNtK1 | 63FMeK1 |
| 3 | Model | PB550 | PB550 | PB550 |
| 4 | TUNER | ALPS | ALPS | ALPS |
| 5 | Region | US | US | US |
| 6 | DDR | SAMSUNG | SAMSUNG | SAMSUNG |
| 7 | Light Effect | Off | Off | Off |
| 8 | Inch | 50" | 58" | 63" |
| 9 | Exhibition Mode | Off | Off | Off |

Option Bytes




### 2. Check/Perform Firmware Upgrade for all repairs.

### 3. Perform reset in Service Mode & Plug and Play if Main board is replaced.

## SPECIAL NOTES:

Inform customer of reset of all Settings if Main Board or Panel is replaced.

| Option | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Type | Model | Tuner | Region | DDR | Light Effect | Audio AMP | Ch Table | Country | Front Color | Local Set | Exhibition Mode |
| 60H1UFOE | UC6300 | SEMCO | - | - | OFF | - | - | USA | W-D-Gray | - | - |
| 60H1UFOE | UC6300 | SEMCO | - | - | OFF | - | - | USA | W-D-Gray | - | - |